

MWI 1280.2

REVISION D

EFFECTIVE DATE: September 30, 2004

EXPIRATION DATE: September 30, 2009

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# **MARSHALL WORK INSTRUCTION**

**QD01**

## **MSFC CUSTOMER FEEDBACK SYSTEM**

**CHECK THE MASTER LIST at**

**<https://repository.msfc.nasa.gov/directives/directives.htm>**

**VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

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## DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		5/14/99	Document converted from MSFC-P14.1-C01 to a Directive. Previous history retained in system as part of canceled or superseded ISO Document files.
Revision	A	8/16/99	Changes made to incorporate new organizational terminology.
Revision	B	8/22/01	Adds details for ISO 9001:2000 compliance; Change name from Quality Comment to Customer Feedback; implement compatibility with Customer Satisfaction MPG 1280.8; provide details for evaluating use of Centerwide system versus other NASA or MSFC feedback systems; and provide screening examples for mandatory participation in Centerwide system.
Revision	C	12/9/02	Updated URL for Directives Master List (footers) and URL for Customer Feedback website (paragraph 6.2).
Revision	D	9/30/2004	Implement NASA HQ revised document rules; Segregate requirements; Change QS to QD; Change to Times New Roman 12 font; Change URL reference for CF form 4306; Eliminate NOTES section.

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## 1. PURPOSE

This Instruction shall establish the responsibilities and instructions for using the Centerwide Marshall Space Flight Center (MSFC) Customer Feedback (formerly Quality Comment) System to document, report, and track actions associated with :

- Any customer feedback for provider organizations does not have an organization-specific customer feedback system or does not use a multi-Center NASA customer feedback system having query capabilities to extract MSFC-related data, and
- Customer feedbacks indicating the need for recurrence control requiring high-level MSFC management review and monitoring through the Corrective Action System (CAS) (as defined in MPR 1280.4, “MSFC Corrective Action System”) due to involvement of multiple organizations or expressed dissatisfaction on a critical issue as evaluated by a customer.

This system is not intended for contract-sensitive feedback (as defined in MPR 5000.1, “Purchasing,” and associated documents).

## 2. APPLICABILITY

This Instruction shall be applicable to those MSFC activities within the scope defined by MPD 1280.1, “Marshall Management Manual” (MMM), that result in delivery of a product or service to a customer.

## 3. APPLICABLE DOCUMENTS

3.1 MPD 1280.1, “Marshall Management Manual”

3.2 MPR 1280.4, “MSFC Corrective Action System”

3.3 MPR 8730.3, “Control of Nonconforming Product”

3.4 MWI 1280.4, “MSFC Quality System Deficiency Notice System”

3.5 MPR 1280.8, “Customer Satisfaction”

3.6 MPR 5000.1, “Purchasing”

3.7 MSFC Form 4306, “MSFC Customer Feedback”

## 4. REFERENCES

None

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## 5. DEFINITIONS

5.1 Customer. Any direct recipient of an MSFC-supplied product or service.

5.2 Customer Feedback. MSFC customer communication (e.g., complaint, observation, or compliment) regarding delivered MSFC products and services, documented on MSFC Form 4306, "MSFC Customer Feedback," or into another data system, which meets the requirements of MPR 1280.8, "Customer Satisfaction."

5.3 External Customer. Any non-MSFC entity that is an MSFC customer.

5.4 Internal Customer. Any MSFC customer that is working to the requirements of the Marshall Management System (MMS) per MPD 1280.1.

## 6. INSTRUCTIONS

<u>Actionee</u>	<u>Section</u>	<u>Shall perform all Actions</u>
Organization providing the product or service	6.1	Seek customer feedback in accordance with MPR 1280.8.
Recipient of customer feedback	6.2	If an organization-specific customer satisfaction mechanism is in place and significant customer feedback indicates need for correction through the CAS, provide the feedback to the Centerwide MSFC Customer Feedback System through MSFC Form 4306, "MSFC Customer Feedback," (available via Forms at the MSFC Integrated Document Library) or direct entry at URL: <a href="http://qualcomm.msfc.nasa.gov/apps/qualcomm/">http://qualcomm.msfc.nasa.gov/apps/qualcomm/</a> If NO organization-specific or multi-Center NASA customer satisfaction mechanism is in place, provide customer feedback into the MSFC Customer Feedback System by submitting MSFC Form 4306 or by entering directly into the electronic MSFC Customer Feedback System.
Safety and Mission Assurance (S&MA) CAS	6.3	If input is received by S&MA CAS through other than direct data base entry, forward the comment to the provider for their evaluation of reportability through the Centerwide MSFC Customer Feedback System.
S&MA CAS	6.4	Assign a tracking number, review the customer feedback, and take one of the following actions for any negative response:

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<u>Actionee</u>	<u>Section</u>	<u>Shall perform all Actions</u>
S&MA CAS	6.4.1	When a customer feedback pertains to a hardware/software nonconformance, generate a Discrepancy Record (DR) to be processed in accordance with MPR 8730.3, "Control of Nonconforming Product," and MPR 1280.4.
S&MA CAS	6.4.2	When a customer feedback pertains to a deficiency in the MMS, generate a Quality System Deficiency Notice (QSDN) to be processed in accordance with MWI 1280.4, "MSFC Quality System Deficiency Notice System," and MPR 1280.4.
S&MA CAS	6.4.3	When a customer feedback pertains to a nonconformance unrelated to hardware/software or to the MMS, process it in accordance with MPR 1280.4.
S&MA CAS	6.5	Record the action taken and the number of any reference report(s) initiated into the Centerwide MSFC Customer Feedback System and close the customer feedback record.
S&MA CAS	6.6	Inform the providing organization and the customer of the results of the feedback evaluation and any follow-up action(s) initiated.
S&MA CAS	6.7	Provide periodic reports to the MSFC Customer Feedback Coordinator (as defined in MPR 1280.8), appropriate organization management, and Customer Satisfaction monitor(s) on Customer Feedback, resulting actions, and status. Specifically, submit reports to the MMS Implementation Team and to the MSFC Quality Council.
Provider Organization Management	6.8	Take necessary steps to address issues and assist in resolving problems identified by customer feedback.

6.9 Whether or not individual organizations (directorates and offices) use their own internal customer satisfaction operations in accordance with MPR 1280.8 separate from this defined Centerwide MSFC Customer Feedback System; all customer feedbacks meeting requirements of CAS reportability shall be entered into the Centerwide system.

6.10 Information that is contract-sensitive, as specified in MPR 5000.1 and associated documents, shall not be entered into the Centerwide Customer Feedback System.

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## 7. NOTES

None

## 8. SAFETY PRECAUTIONS AND WARNING NOTES

None

## 9. RECORDS

Records of hardcopy MSFC Form 4306, "MSFC Customer Feedback," submitted to S&MA shall be maintained by S&MA CAS for 3 years after issue resolution, and then destroyed.

Electronic records entered into the Centerwide MSFC Customer Feedback data system shall be maintained for the life of the system.

The Centerwide Customer Feedback System data records shall be backed up at least weekly and retained for at least 2 years in accordance with the Centerwide software support contractor's server backup procedures.

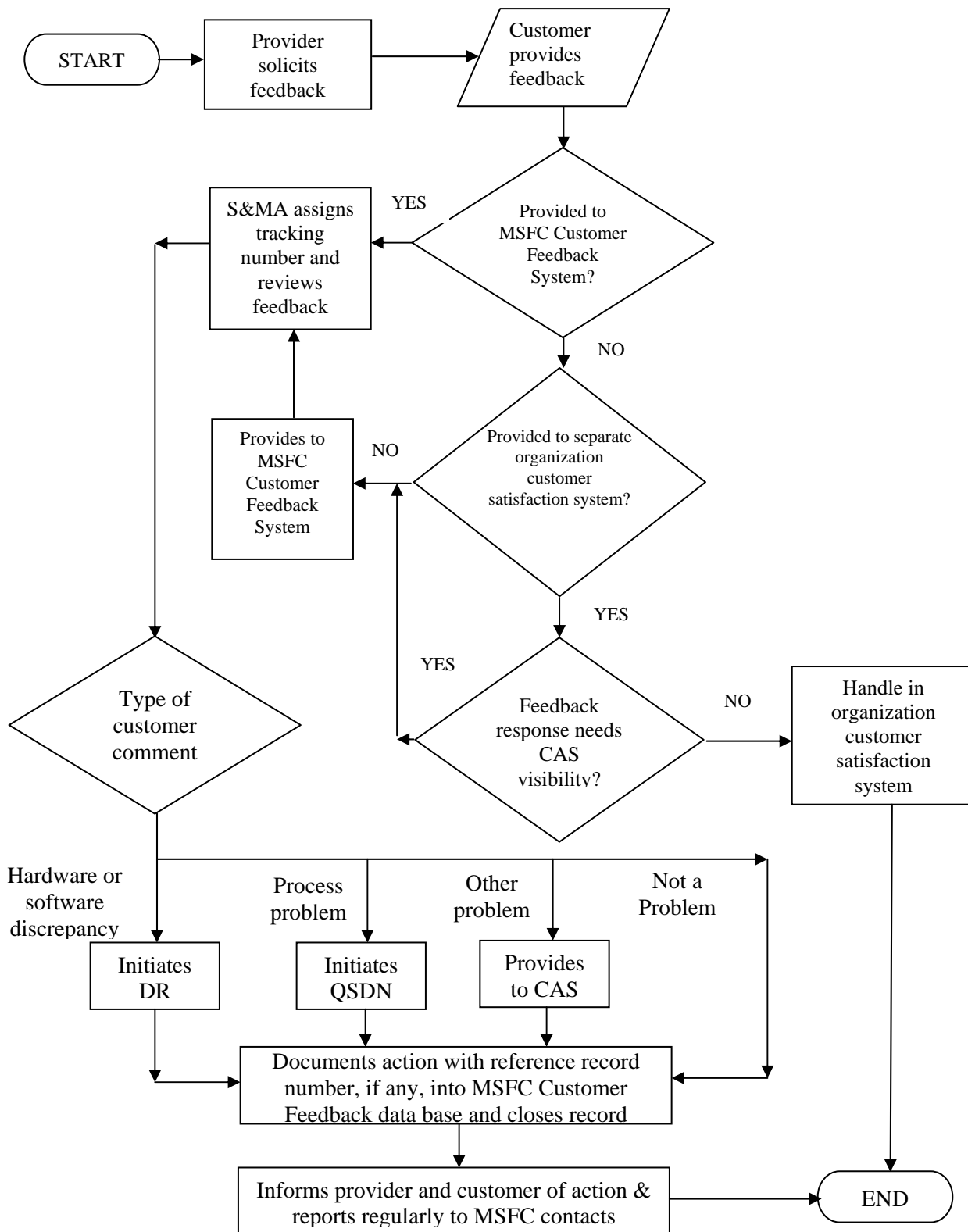
## 10. PERSONNEL TRAINING AND CERTIFICATION

None

## 11. FLOW DIAGRAM

See following page.

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## 12. CANCELLATION

MWI 1280.2C dated December 9, 2002

Original signed by  
Robin N. Henderson for

David A. King  
Director